

CLAIMS

We claim:

1. A method for resolving issues within a team environment, the team
5 environment including a virtual team room providing access to the team
environment by first members of a first organization and by second members
of a second organization, organizationally disparate from the first members,
the method comprising the steps of:
 - receiving from one member of the first members and the second
10 members an issue document;
 - providing a list identifying potential reviewers for the issue, the potential
reviewers;
 - receiving from the one member and identification of a reviewer for the
issue; and
 - 15 restricting dissemination of the issue document to the reviewer.
2. The method of claim 1, further comprising:
 - receiving from the reviewer and escalation approval; and
 - escalating the issue document to a management function.
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3. The method of claim 1, wherein the potential reviewers comprise a
leader of the virtual team room and a delegate of a leader of the virtual team
room.

4. The method of claim 1, further comprising forwarding a notification to the reviewer.

5. The method of claim 4, wherein the notification comprises an electronic
5 mail message.

6. The method of claim 4, further comprising including in the notification a link to the issue document within the virtual team room.

10 7. The method of claim 6, wherein the link comprises a hypertext link.

8. The method of claim 1, wherein the first members are linked to the virtual team room environment by a first network and the second members are linked to the virtual team room environment by a second network,
15 disparate from the first network.

9. The method of claim 8, wherein the first network comprises one of a secure network and an unsecured network.

20 10. The method of claim 9, wherein the unsecured network comprises the Internet.

11. The method of claim 9, wherein the secure network comprises a local area network.

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12. The method of claim 8, wherein the second network comprises one of a secure network and an unsecured network.

13. The method of claim 12, wherein the unsecured network comprises the Internet.

14. The method of claim 12, wherein the secure network comprises a local area network.

15. The method of claim 1, wherein the virtual team environment comprises a team work tool supported on a server.

16. The method of claim 1, comprising providing a security server coupled to the virtual team environment and verifying the identity of the first and second members using the security server.